

Smarter Problem Handling for Customer Experience Assurance

IPTV Troubleshooting with SOLVATIO

Handling IPTV customer problems is anything but simple. Customer complaints can vary widely: from picture freezes, break-ups or gaps in playout, all the way to pixellation problems, miscoloring, bad lip sync or poor sound quality. As if this was not enough, IPTV problem resolution is impeded by the complexity of IPTV service infrastructure: from the headends, via the IP transport network with its underlying xDSL or mobile services, all the way to the customer's set-top box - the multitude of potential error sources is formidable. With IPTV subscriber numbers growing rapidly, efficient IPTV troubleshooting is a prerequisite for **sustained customer satisfaction** and **improved efficiency** in service assurance.

SOLVATIO® is our response to the IPTV troubleshooting challenge. SOLVATIO® provides for innovative automation in diagnostic support within established service assurance processes. SOLVATIO® optimizes the dialog between the helpdesk agent and the customer by **automating the process of problem analysis and resolution**. It offers powerful support in the troubleshooting process through automated retrieval of problem-specific information and interpretation for optimum problem resolution.

SOLVATIO® offers a wide range of functions to ensure **carrier-specific diagnostic process modeling**, tailored to the specific needs of users (help-desk agents of various skill levels or even end-customers).

SOLVATIO® also provides for a **state-of-the-art integration** concept, enabling it to span its powerful diagnostic capabilities end-to-end across the entire service chain: from automated IPTV head-end status investigation all the way to intelligent support for the remote management of customer home devices. Last but not least, SOLVATIO® can be integrated flexibly and efficiently into existing service workflows (e.g. CRM, ticketing) or even be set up as a fully-automated diagnostic process engine to enable condition-based IPTV service activation.

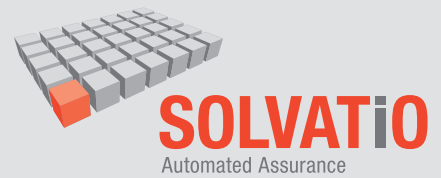
Contact

iisy - intelligente informationssysteme AG
Elke Nann
Head of Marketing / PR

Ketteler Straße 3-11
D-97222 Rimpfing / Würzburg

fon +49 (0) 9365 / 88 99 292
fax +49 (0) 9365 / 88 99 22

elke.nann@iisy.de
www.iisy.de



Whatever your preferences may be: a wide spectrum of problems in IPTV service assurance can be quickly pinpointed and resolved through **intelligent decision-making** with SOLVATiO®. Based on the innovative system architecture of SOLVATiO®, highly scalable solutions for **helpdesk, self-service** or **automated troubleshooting** can be set up in short periods of time.

Contact us, if you wish to learn more about SOLVATiO®:

Kontakt:

Peter Kleinhans

Manager Business Consulting

peter.kleinhans@iisy.de

phone: +49-174-3344164